



# Efficiency & Effectiveness of Information Technology

Course introduction  
„Information Supply Chain“

**Dortmund University of Applied Science and Arts**

November 2011



**EURO MPM**  
**European Master**  
**in Project Management**

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# EURO MPM - Information Supply Chain

## Objectives and building blocks of the course

### Objectives

- *Develop an understanding of the „big picture“ of IT in corporate organisations*
- *Familiarize with todays most challenging trade-off between effectiveness & efficiency of IT*
- *Understand the key levers to positively influence IT effectiveness & efficiency*

### Course building blocks

- > Introduction and briefing on the preparation for block seminar (in Dezember) - *TODAY*
- > Block seminar in Dortmund (Dezember)
  - > Presentation of preparation results of the individual teams
  - > Lectures and discussions on the key influencers of IT efficiency & effectiveness
- > Final group work of the teams, preparation of final work papers

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## Overview of tasks for preparation of block seminar

### Tasks

- > **Develop a paper**, expressing your view **on the topics in scope of the course** (see next page) **and be prepared to present your insights** to the group in the block seminar
- > **Form small work groups** to work on the subjects. Each team has to develop a point of view for
  - > a) the overall picture on effectiveness & efficiency on IT and
  - > b) one of the three topics with impact on effectiveness & efficiency on IT
- > **Format:** Presentable format (ppt, etc.) with enough content to fill 45 min presentation and additional dicussion
- > **For questions and guidance:**
  - Daniel Milleg: [dmilleg@gmx.de](mailto:dmilleg@gmx.de); +49 160 531 98 17
  - Prof. Dr. Carsten Wolff: [carsten.wolff@fh-dortmund.de](mailto:carsten.wolff@fh-dortmund.de); +49 175 3674871



### Presentation of group work results in the block seminar in Dortmund

- > 30-45 min presentation
- > 15-30 min discussion

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## Topics to be explored in preparation of the block seminar

### Overall context

#### Task:

- > Develop an understanding of the context of efficiency and effectiveness of IT
- > Explain the key drivers for efficiency and effectiveness of IT
- > Xxx

#### Guiding questions:

- > What is the nature of effectiveness and efficiency of IT?
- > How could you measure both dimensions? Pls. provide examples.
- > Where are the trade-offs in managing IT in these dimensions?

### IT Strategy & Governance

#### Task:

- > Explain the core elements of IT Strategy and Governance
- > Develop hypothesis on the impact of IT strategies and governance structures on IT effectiveness & efficiency
- > Analyse and present examples & case studies

#### Guiding questions:

- > Which elements are covered by a solid IT strategy?
- > What are the building blocks of an IT governance model?
- > How do these elements influence the effectiveness & efficiency of IT?
- > What are methodologies for measuring and steering of IT organisations?

### IT Development

#### Task:

- > Explain the core elements of IT development methods & procedures
- > Develop hypothesis on the impact of IT development methods & procedures on IT effectiveness & efficiency
- > Analyse and present examples & case studies

#### Guiding questions:

- > What are commonly used IT development methods and procedures?
- > How do these methods impact effectiveness and efficiency of IT?

### IT Operations

#### Task:

- > Explain the core elements of IT operations
- > Develop hypothesis on the impact of IT operations approaches on IT effectiveness & efficiency
- > Analyse and present examples & case studies

#### Guiding questions:

- > What are commonly used IT operations management approaches?
- > How do they influence the interaction with business operations / units?
- > How do these methods impact effectiveness and efficiency of IT?